

## RFP Questions and Clarifications Memorandum

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**To:** Vendors Responding to RFP Number 4360 for the Mississippi Department of Wildlife, Fisheries, and Parks (MDWFP)

**From:** David C. Johnson

**Date:** July 15, 2021

**Subject:** Responses to Questions Submitted

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The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

**Question 1:** *Section V Proposal Exception, ITS RFP Response Checklist.* The first paragraph states "Please return the Proposal Exception Summary Form at the end of this section with all exceptions to items in any Section of this RFP listed and clearly explained or state 'No Exceptions Taken.' If no Proposal Exception Summary Form is included, the Vendor is indicating that he takes no exceptions to any item in this RFP document." but checklist says the form is needed "if applicable." Please clarify if vendors need to include the form in the response if they are not taking exception.

**Response:** **The State expects Vendors to return a completed Proposal Exception Summary Form. However, if one is not provided, the State is under the impression that the vendor takes no exception.**

**Question 2:** *Attachment A Section I, Number 36.* Please explain the workflow approval process required for cancellations. Does the agency plan for cancellation requests to require approval from headquarters in Jackson? Once approved, will MDWFP perform all cancellation tasks?

**Response:** **Cancellations can be processed by the park, the Jackson office, or the vendor call center.**

**Question 3:** *Attachment A Section PP Number 351a.* Does the agency currently have any equipment that will be used in the new contract or will the awarded vendor be responsible for refreshing all equipment for the CRS?

**Response:** The current equipment is the property of the current vendor. The awarded vendor will be responsible for refreshing the equipment.

**Question 4:** *Section VIII, Cost Information Submission.* In-order for the vendor to provide a cost estimate, can the State provide a list of parks requiring gate hardware, kiosk hardware, and any installation specifications?

**Response:** The parks that require gate hardware are Lake Lincoln State Park and Lefleur's Bluff State Park. Both parks currently have a functioning gate system with Kiosk. The awarded vendor is expected to provide a kiosk to run their reservation system and integrate with the current gate solution.

**Question 5:** *Attachment C.* Golf Course fees are listed within this attachment. Does the agency expect Golf Course management to be part of the new CRS?

**Response:** No. Golf Course management will not be a part of the new CRS.

**Question 6:** *RFP Section VIII, Cost Information Submission.* Is the number listed under Anticipated Transactions the dollar value for Campground Merchandise Sales or the number of transactions?

**Response:** This number is the estimated number of transactions.

**Question 7:** *RFP Section VIII Cost Information Submission.* Could the agency provide Anticipated Merchandise Sales for the Museum of Natural Science?

**Response:** Annual merchandise sales in our Gift Shop is usually around \$60,000 - 70,000.

**Question 8:** *Attachment A Section V Item Attributes Number 170.* Can the agency explain the workflow within the POS that currently requires a pop-up? Can the agency give an example of a item that requires a pop-up screen requiring the clerk to fill out a form?

**Response:** When reserving a site online, a popup message may notify the customer that they have 10 minutes left to complete their transaction. Another examples would be a pop up to complete a survey or to add other items to the cart.

**Question 9:** *Attachment A Section I General Technical Requirements Number 70.* Can the agency be more specific regarding the expectation of "refund management" within the POS system?

**Response:** All refund requests, whether through POS or reservations, must be approved through the administrative office. If a refund is not approved, a voucher is issued.

**Question 10:** *Attachment B Park Rules & Regulations Section F Number 2.* Will the vendor or the agency retain the \$10.00 cancellation fee?

**Response:** The agency will retain the \$10.00 cancellation fee.

**Question 11:** *Occupant and Reservation Mgmt, Number 116.* The RFP states, "The system must have the ability to manage lotteries for seasonal campsites. A common industry process, it is a group of available camp sites for reservations during certain times of the year." Can the agency provide more info about this process and how it's used?

**Response:** **MDWFP does not have seasonal campsites. All campsites are available year-round. However, the agency reserves the ability to 'close' groups of campsites for maintenance, flooding, etc.**

**Question 12:** *Attachment A Centralized Warehouse Number 136.* Can the agency provide a description of the central nature store?

**Response:** **The Museum of Natural Science gift shop is relatively small (about 600 square feet). MDWFP primarily sells items related to nature, souvenirs, and a few simple prepackaged food items. The most-common-sold items are less than \$15.**

**Question 13:** *Attachment A Item Attributes, Number 165.* "The system must have the ability to designate that an item cannot be discounted during a sale unless programmed to do so." The wording is unclear here. Can the agency please provide clarification of what they are asking?

**Response:** **The intent of this requirement is for the system to not allow discounts to be given from the POS by a cashier. Under no circumstances can specific items be discounted by the clerk. Discounts should be programmed where specific items may or may not be included.**

**Question 14:** *Attachment A Marketing and Customer Engagement, Number 284.* Can the agency provide an estimate of how many confirmation letters are mailed annually? What is the cutoff prior to the reservation dates to send the letter?

**Response:** **Approximately 65,000+ confirmation letters are mailed or e-mailed out per year. Email or letter confirmations or changes are to be sent within 24 hours of reservation.**

**Question 15:** *Attachment A Objectives, Number 16a.* For each CSR/POS System transaction type, please itemize the transaction fees currently being charged to MDWFP for reservations made in each channel:

**Response:** **The state is unable to provide the current transaction fees; however, the incumbent vendor's contract can be found on the State of Mississippi Transparency website: <https://www.transparency.ms.gov/>.**

**Question 16:** *Attachment A Objectives, Number 16a.* How many times have the fees increased over the course of the contract and its extensions with your current system vendor?

**Response:** **Any change of fees would require a contract modification. MDWFP has not agreed to contract modifications due to fee changes.**

**Question 17:** *Attachment A Objectives, Number 16a.* For each of the fees, what percentage of increase has occurred over time since the initial contract with your current vendor?

**Response:** Any change of fees would require a contract modification. MDWFP has not agreed to contract modifications due to fee changes.

**Question 18** *Attachment A Item EE – Reservation Call Center.* For each of 2018, 2019, and 2020, what were:

- The number of calls received
- Number of transactions processed
- Average handle time

**Response:**

The number of calls received	(2018) 1216	(2019) 874	(2020) 1047
Number of transactions processed	(2018) 999	(2019) 816	(2020) 579
Average handle time	(2018) 05:14	(2019) 05:47	(2020) 05:44

**Question 19:** *Main RFP Cover Page.* “Note: This RFP Contains Mandatory Requirements To which no Exception may be Taken. See Section VII, Item 2, For Details”. Section VII does not list any mandatory requirements. Please clarify what Mandatory Requirements this statement refers to.

**Response:** There are no Mandatory requirements for this RFP.

**Question 20:** *ITS RFP Response Checklist.* Should the listed sections be delivered on the USB as separate documents, or as one single document with headings for each section?

**Response:** Vendor should submit a USB with separate documents for each section.

**Question 21:** *Attachment A Hardware and Software, Item 350.* Item 350 defines that the vendor must provide all hardware and software. Understanding that the exact numbers of hardware devices needed will be determined during contract discussion:

- Should POS hardware be included in the cost proposal?
- How many fixed terminals?
- How many mobile terminals?
- Please provide the number of POS devices required for each park

**Response:** The cost of the proposed hardware should be included and/or provided in the transaction fees.

**Response:** WFP has 36 fixed terminals currently.

**Response:** MDWFP does not currently have any mobile terminals and does not anticipate the need.

**Response:** JP Coleman: 2 setups; Legion: 1 setup; Percy Quin: 1 setup; Cossar: 2 setups; Clark Creek: 1 setup; Lake Lincoln: 1 setup; Trace: 1 setup; Clark County: 2 setups; John Kyle: 3 setups; Tishomingo: 4 setups; Natchez: 1 setup; Buccaneer: 7 setups; Holmes County: 1 setup; Hugh White: 1 setup; Lake Lowndes: 1 setup; Lefluers: 1 setup; Leroy Percy: 1 setup; Paul B Johnson: 3 setups; Roosevelt: 2 setups; Tombigbee: 1 setup; and Wall Doxey: 1 setup

**Question 22:** *Exhibit A Standard Contract, Article 3.* Is the vendor required to provide redundant backup only, or is the vendor required to provide both primary and backup connections? Does this apply to all parks?

**Response:** MDWFP provides internet connections for all of our State Parks. The vendor is not required to provide any internet connections.

RFP responses are due July 29, 2021 at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Bill Brinkley at 601-432-8142 or via email at [Bill.Brinkley@its.ms.gov](mailto:Bill.Brinkley@its.ms.gov).

cc: ITS Project File Number 42681